Administrative Team
Standard Operating Procedures

Job Title: Application Administrator (Angie Watson)

Job Summary: This position is responsible to provide customer support mainly for the Fleet Anywhere tracking system. In addition the Application Administrator gives support and training for other applications to employees inside and out of the Division of Fleet Operations.

Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and as Needed (AN)

- **Provide customer support.** This duty involves answering questions over the phone and by e-mail, visiting user sites as appropriate, creating reports for users, and performing mass loads for users with major changes or additions to the data. (D)

- **Update and maintain Training Manuals.** This includes making changes to the on-line version of the manual on the Division web page and providing printed copies of the manual as requested by users. (AN) (Angie will create a format description the next time she updates the Training Manuals)

- **Provide statewide training classes for users of the FleetAnywhere tracking system.** (AN)

- **Update and grade the users of FleetAnywhere with the "Report Card" criteria.** (AN)

- **Set up and maintain security for FleetAnywhere.** (AN)

- **Create user-level reports for FleetAnywhere.** (AN)

- **Provide training for Microsoft Access to DFO employees.** (AN)

- **Provide basic computer training and E-mail / GroupWise training to fleet users.** (AN)

- **Update and maintain the PLUS manual for surplus property.** (AN)

- **Learning and maintaining new databases as directed by Division Management.** (AN)

- **Assist in the creation of policies for data integrity.** (AN)

Important processes I am responsible for or part of?

- FleetAnywhere Security

Miscellaneous information to be used as a reference to complete the tasks or processes listed above

- FleetAnywhere Training Outline (Angie will create this next time she organizes a training)

Quality control reports I run: Daily (D), Weekly (W), Monthly (M), and Yearly (Y), and As Needed (AN)

- The report cards for fleet users are all considered quality control reports